



## COUNTY OF SAN DIEGO

Great Government Through the General Management System – Quality, Timeliness, Value

## DEPARTMENT OF HUMAN RESOURCES

### CLASS SPECIFICATIONCLASSIFIED

#### OFFICE SUPPORT SPECIALIST

Class No. 002729

#### ■ CLASSIFICATION PURPOSE

Under general supervision performs a wide variety of complex, technical and/or lead clerical/administrative support work, and to perform related work as required.

#### ■ DISTINGUISHING CHARACTERISTICS

Office Support Specialist positions perform the most difficult or technical clerical assignments requiring a thorough knowledge of a department's operating policy and procedures. The Office Support Specialist class differs from classes in the secretary series in that incumbents in these classes perform a wide variety of personal secretarial duties for managers and/or executives. This class differs from Senior Clerk in that the latter supervises subordinate clerks. This class is distinguished from Intermediate Clerk, in that the latter is a journey-level clerical class where incumbents perform a variety of clerical tasks of average difficulty.

#### ■ FUNCTIONS

**The examples of functions listed in the class specification(s) are representative but not necessarily exhaustive or descriptive of any one position in the class(es). Management is not precluded from assigning other related functions not listed herein if such functions are a logical assignment for the position.**

**Lead Option:** Under general supervision, the Office Support Specialist performs highly specialized duties and handles the most complex clerical/administrative support work among a group of clerical staff.

**Unit Option:** Under general supervision, the Office Support Specialist provides complex clerical administrative support to a unit or section of professional or administrative staff.

#### Essential Functions:

1. Prepares correspondence, memos, reports, minutes, documents, orders and statistical data such as charts, tables and graphs from written or typed copy, or verbal instructions.
2. Sets-up and maintains office files, records, and indices using computer applications that include use of electronic mail, word processing, spreadsheets, and special data bases.
3. Posts information to records where judgment must be exercised in the selection of data.
4. Prepares special and periodic reports that involve compiling data from a number of sources.
5. Maintains control files of matters in progress to monitor and expedite their completion.
6. Coordinates time, place and participant arrangements for meetings; or maintains appointment calendars.
7. Prepares newsletters, brochures and other printed materials using desktop publishing software.
8. Organizes and prepares training materials and PowerPoint presentations for distribution to staff.
9. Reviews a variety of forms and records for accuracy, completeness, and compliance with applicable statutes.
10. Takes and prepares minutes of meetings.
11. Sorts, screens, prioritizes, and routes incoming mail gives information to the public or interdepartmental representatives in situations where judgment and interpretation of departmental policies and regulations are required.
12. Orders supplies and maintains office supply inventories.
13. Provide courteous, high quality service to members of the public by personally responding to requests for service or appropriate referral.

## ■ KNOWLEDGE, SKILLS AND ABILITIES

### Knowledge of:

- A wide variety of typing layouts and formats.
- Indexing and filing rules and procedures including alphabetical, chronological, numerical, subject area and tickler.
- Business English including spelling, punctuation, grammar, capitalization and word usage.
- Office and record keeping procedures and practices.
- Telephone office, and online etiquette.
- County customer service objectives and strategies.
- Basic arithmetic.
- County organization, policies and procedures.

### Skills and Abilities to:

- Type correspondence, preparing a quality product in a timely fashion.
- Access and utilize data from a computerized record keeping system.
- Read, understand, follow and explain policy and procedures.
- Operate office equipment such as computers, display terminals, printers, fax machines, telephones, photocopiers, typewriters, collators, binders, calculators, and microfilm equipment.
- Effectively communicate in oral and written form.
- Retrieve, store, and purge information in a wide variety of filing systems.
- Use electronic mail systems.
- Compile and summarize statistical, financial and other data.
- Communicate effectively with a variety of individuals representing diverse cultures and backgrounds and function calmly in challenging situations, which require a high degree of sensitivity, tact and diplomacy.
- Compose correspondence and routine reports.
- Proofread and review work for accuracy, correctness and completeness.
- Monitor staff assignment deadlines.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.
- Assess the customer's immediate needs and ensure customer's receipt of needed services through personal service or referral.
- Provide prompt, efficient and responsive service.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.

## ■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. An example of qualifying education/experience is: two (2) years of experience as an Intermediate Clerk or at the level of an Intermediate Clerk in the County of San Diego, OR two (2) years journey-level progressively more complex/responsible office experience.

## ■ ESSENTIAL PHYSICAL CHARACTERISTICS

**The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification(s). Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.**

Continuous upward and downward flexion of the neck. Frequent: sitting, repetitive use of hands to operate computers, printers and copiers. Occasional: walking, standing, bending and twisting of neck, bending and twisting of waist, squatting, simple grasping, reaching above and below shoulder level, and lifting and carrying of files weighing up to 10 pounds. Hand-eye coordination is necessary to operate various pieces of office equipment.

## ■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

### License

A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own vehicle.

#### Certification/Registration

An ORIGINAL, unaltered typing certificate for at least 30 WPM with a maximum of 5 errors. The typing test must be for at least five minutes with two gross words penalty for each error, and the certificate must be no more than two (2) years old. The certificate must state the gross words per minute attained and the number of errors.

#### Working Conditions

Office environment; exposure to computer screens.

#### Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

#### Probationary Period

Incumbents appointed to permanent positions in this class shall serve a probationary period of 6 months (Civil Service Rule 4.2.5).

**New: October 18, 1991**  
**Revised: October 31, 2003**  
**Revised: June 24, 2004**